



## **ADDENDUM 2**

### **Electronic Healthcare Management Solution RFP-**

### **Pre-Proposal Conference Questions and Answers**

January 23, 2020

Dear Vendor,

Find below, an addendum to the Electronic Healthcare Management Solution RFP, following the optional pre-proposal conference held at 205 W. St. Clair Avenue. Rm.307 on Tuesday, January 14<sup>th</sup>, 2020.

Questions:	Answers:
<b>Section 1: Introduction and Overview</b>	
1. Does CDPH dispense medications? Is there a track system used to manage medication inventory?	CDPH does dispense medications and maintains an Excel spreadsheet for tracking and purchasing. The City's Department of Public Health is open to utilizing an EMR for medication inventory.
2. Does CDPH use separate systems for billing or practice management?	Currently, billing is handled separately by CDPH. The City's Department of Public Health does not have a practice management system but is open to utilizing this system. CDPH would also be willing to integrate its billing and practice management systems.
3. How many anticipated users will need access to the new EMR solution? Please indicate the user's role within the CDPH? Prescriber (Dr., NP), Clinician (nurse, caseworker, etc.), Non-clinician (front desk, office manager, biller, etc.)?	Fifth-teen (15) to twenty (20) clinicians- Please be advised these numbers could be subject to change at a later date.
4. Please list all services provided by CDPH.	CDPH provides the following services: reproductive health services, including contraception, pregnancy testing, and testing/treatment for sexually transmitted infections (STI). Also, CDPH offers childhood immunizations, seasonal

	<p>influenza, and hepatitis A immunizations, and tuberculosis (TB) testing.</p> <p>CDPH also runs CenterPoint, a substance abuse treatment program.</p>
5. Please provide any insight regarding unique features or practices regarding CDPH's services offered, billing policies and procedures, third-party partners, etc.	CDPH offers reproductive health services as part of a grant administered by the Ohio Department of Health (ODH). ODH requires reporting in a system called Ahlers; the EMR needs to be able to communicate with Ahlers. CDPH also reports substance abuse treatment data to the Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board of Cuyahoga County; the EMR needs to be able to communicate with the Electronic Enrollment and Claims system (GOSH) system.
6. Please provide CDPH's current EHR vendor.	CDPH currently uses Insight, which is a NetSmart electronic medical record (EMR) system product. CDPH contracts a third-party biller, Harris Public Health Solutions, for reproductive health services. CDPH handles Behavioral health billing internally.
7. Please provide CDPH's total collections within the last 12 months. (This should be the sum of your insurance collections and patient collections before rent, malpractice, salaries, etc.)	<p>In 2019, CDPH collected \$95,090.16 for Title X and \$118,653.83 for CenterPoint.</p> <p>In 2020, the Title X program requires CDPH to serve 4,800 clients.</p>
8. Please provide the name of CDPH's current credentialing system?	There is currently no credentialing system in place.
9. Please provide the number of CDPH's billable MDs and DOS?	Zero
10. Please provide the number of CDPH's billable mid-level providers, such as NP's, PA's, etc.	Four—could be subject to change at a later date.
11. Please provide the number of total annual visits.	In 2019, CDPH saw 5,449 clients for reproductive health services and 52 clients for substance abuse treatment services.
12. What other EHR systems have you already previewed (via demo) related to this RFP?	Not applicable.
13. Would CDPH be considered a Federally Qualified Health Center (FQHC) or FQHC like?	No.
14. Would the City of Cleveland entertain the possibility of using a clearinghouse that is different from the EMR Vendor?	No.
<b>Section 2:</b> <b>Requested Scope of Services</b>	
15. Is it mandatory for the vendor's electronic healthcare solution to operate on Internet Explorer and Google Chrome browsers?	The current technical environment for the City is

	<p>Microsoft Windows 10 Desktop Operating System, utilizing the latest versions of Internet Explorer, and Google Chrome browsers.</p> <p>CDPH is requesting a web-based solution compatible with the City's technical environment, which would be accessible through any browser.</p>
16. Please identify the systems that the awarded vendor is required to convert data from, including data formats.	<p>Those existing systems are:</p> <ul style="list-style-type: none"> <li>• Insight (EMR)</li> <li>• Harris Public Health Solutions (physical health billing)</li> </ul>
17. Please provide the names of the mandatory data interfaces and integrations required for this solution.	<ul style="list-style-type: none"> <li>• Ahlers</li> <li>• GOSH</li> <li>• ImpactSIIS</li> <li>• Patient registration kiosks</li> <li>• Electronic laboratory reporting (ELR) for STI via the Ohio Disease Reporting System (ODRS).</li> </ul>
18. Please provide the number of providers that are credentialed or need re-credentialing.	<p>Three (3) Nurse Practitioners, Two (2) Substance Counselors, One (1) Substance Abuse Supervisor- Please be advised these numbers could be subject to change at a later date.</p>
19. Regarding billing, would CDPH be interested in a revenue cycle management (RCM) solution, or is the plan for CDPH staff to utilize the proposed billing system to perform their billing of claims? If CDPH is interested in RCM, what is CDPH's annual paid claim revenue from all payors, including cash pay (excluding grants)?	<p>CDPH is interested in revenue cycle management.</p> <p>In 2019, we collected \$95,090.16 for Title X and \$118,653.83 for CenterPoint.</p>
20. What are the critical functional and technical requirements CDPH expects from the new EHR systems?	<p>CDPH expects the new EMR solution to include:</p> <ul style="list-style-type: none"> <li>• Patient documentation for physical and behavioral health; lab module; pharmacy module; and billing module</li> <li>• Bi-directional communication between the EMR and billing systems</li> <li>• Ability for EMR/billing system to be accessed in multiple locations at the same time as well as remotely as well as various clinicians to be in a record at the same time</li> <li>• The ability for EMR to interface w/ Ahlers to produce monthly and annual report (called FPAR—family planning yearly report); GOSH (for behavioral health billing); and ImpactSIIS (to document immunizations)</li> </ul>

	<ul style="list-style-type: none"> <li>• Necessity of billing reports: aging reports; accounts receivable; copayments; ability to pay via credit cards</li> <li>• Outcomes and trends reports</li> <li>• An encrypted system to ensure confidentiality of patient records and the ability to send secure email</li> <li>• Client portal</li> <li>• Ability to link w/ in-clinic kiosks</li> <li>• Ability of the vendor to participate in audits by state and/or funders, including providing data and accessing records</li> <li>• Ability to interface with forms used in clinics such as intake, demographics, patient education, screenings, privacy, consent for treatment, diagnostic assessment, discharge instructions, and transfers</li> <li>• Credentialing of new staff</li> </ul>
21. Would solutions requiring the Firefox ESR browser eliminate the vendor from the selection process?	<p>The current technical environment for the City is Microsoft Windows 10 Desktop Operating System, utilizing the latest versions of Internet Explorer, and Google Chrome browsers.</p> <p>CDPH is requesting a web-based solution compatible with the City's technical environment, which would be accessible through any browser.</p>
22. What are the expectations regarding data migration (file type and types of data)?	There will be data migrated, but further information will be provided to the vendor awarded the contract.
23. Which Labs are a "must" requirement to interface with the EHR?	<ul style="list-style-type: none"> <li>• GC/CT NAAT any source (oral, rectal, cervical, vaginal, urine)</li> <li>• BMP</li> <li>• CBC</li> <li>• Hemoglobin A1C</li> <li>• CMP</li> <li>• Lipid Panel</li> <li>• Hepatitis B Surface Antigen</li> <li>• Hepatitis B Antibody</li> <li>• HSV Culture</li> <li>• Urine Culture</li> <li>• Pap</li> <li>• HPV</li> <li>• RPR</li> <li>• RPR Titer</li> <li>• TPPA</li> <li>• Urine Microscopy</li> <li>• Gram Stain</li> </ul>

	<ul style="list-style-type: none"> <li>• Trich NAAT</li> <li>• HIV</li> <li>• HIV Confirmation Test</li> <li>• Hep C</li> <li>• Herpes Simplex 1</li> <li>• Herpes Simplex 2</li> <li>• Venipuncture</li> <li>• Urine Dipstick</li> <li>• Urine Pregnancy</li> <li>• Wet Mount</li> <li>• KOH Prep</li> <li>• Whiff test</li> <li>• Vaginal pH</li> <li>• Tuberculosis</li> <li>• Pregnancy</li> <li>• Urine drug screen</li> </ul>
<b>Section 4:</b> <b>General Vendor Requirements</b>	
24. Does the vendor need to be licensed in the state of Ohio before responding to the RFP?	The vendor would become licensed after being awarded the contract.
25. How many references are required to be submitted by the vendor?	Three.
<b>Section 5:</b> <b>Proposal Evaluation and Selection</b>	
26. What is the contract duration as a result of this award?	The City of Cleveland will award the contract for one year, with the option of a two-year renewal.
27. What is the tentative CDPH RFP Project timeline?	RFP Submission deadline- 1/31/2020 Proposal Evaluation (Round 1, 2, 3)- 03/31/2020
28. Will the evaluation process include vendor demonstrations?	Yes.
<b>Section 8:</b> <b>Equal Opportunity Requirements</b>	
29. What is the contact information for the City's OEO office?	Hank Swager, Asst. Contract Compliance Officer City of Cleveland Office of Equal Opportunity 216-664-4153 <a href="#">Contract Compliance Forms for Vendors</a>
<b>Section 10:</b> <b>Attachments</b>	
30. Regarding the Vendor Fee Template, should the proposer include the number of anticipated labor hours for the City or the company submitting the proposal?	The Vendor Fee Template should include the labor hours for the vendor.